



# See What's Coming in Oracle Service Cloud

May 2015

Capabilities and Benefits - Release Content  
Document

## ORACLE SERVICE CLOUD MAY RELEASE OVERVIEW

This latest release of Oracle Service Cloud provides significant new features and capabilities across the Oracle Service Cloud in the areas of Knowledge Management, Cross-Channel Contact Center, Policy Automation, Field Service Management and Platform. May announces the anticipated release of Oracle Service Cloud Knowledge Advanced bringing key capabilities from the Oracle Knowledge product into Oracle Service Cloud in the form of the Knowledge Advanced edition.

The May release also adds enhancements to Collaboration making it even easier to harness the expertise across your organization by enabling agents to collaborate directly with subject matter experts anywhere in your enterprise. Policy Automation adds mobile functionality to further simplify and streamline the policy automation process.

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## CROSS CHANNEL CONTACT CENTER

Oracle Service Cloud Cross Channel Customer Service enables organizations to provide quick, consistent, pro-active and re-active assisted service across multiple channels. Oracle Service Cloud Cross-Channel Contact Center can help your organization increase efficiency while reducing operational costs by allowing customers to resolve simple issues through self-service while directing the more complex issues to contact center agents.

## CUSTOMER CONTENT ON THE LOGIN SCREEN

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The May release adds a new marketing channel to the Oracle Service Cloud Login Screen to facilitate increased communication and awareness. The standard login image will now be enabled to allow for a clickable call to action URL. Through a configuration the login screen image can now point to a webpage URL. As part of Oracle's customer engagement efforts, the banner area has been designed to promote Oracle releases, webinars, and events. However, customers can elect to have their own branding applied by easily changing the default Oracle driven content with an image/destination of their choosing.

## ORACLE SERVICE CLOUD SOCIAL MONITOR ENHANCEMENTS

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Better understand your social customers with enhancements to Social Monitor. Building on the private message channel delivered in February 2015, the May release continues to improve conversation monitoring performance by providing the ability for agents to quickly navigate from social post to incident. This enhancement to social monitor allows for better navigation between social cloud results and agent desktop incidents. This feature helps improve agent productivity by allowing agents to more quickly determine if an auto appended social post has been addressed. Additionally, customers will see improvements to service responsiveness by reducing the time to and from conversation monitoring.

## COLLABORATION SUBJECT MATTER EXPERT SUPPORT

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Continuing to expand on Oracle's robust Service Cloud Collaboration, the latest release makes it even easier to harness the expertise across your organization. Agents can now collaborate directly with subject matter experts anywhere in your enterprise, allowing non-users of Agent Desktop to log into Collaboration Service via a web browser or supported mobile device.

Collaboration Subject Matter Expert Support can improve efficiency and first contact resolution by allowing your agents to connect with subject matter experts outside of the service context.

## MESSAGE TEMPLATES ENHANCEMENTS

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The May 2015 release adds new capabilities to Answer Update Notification and Answer Update Notification Expired message templates, enabling customized answer sections to display repeatable answer content, when more than one answer is sent in the same email.

## TECHMAIL ENHANCEMENT

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This release delivers improved duplicate checking, adding functionality to the Techmail process to evaluate messages all the way down to the attachment level. In previous versions, techmail did not check attachments; therefore, some messages may have been improperly discarded, even if the attachments differed.

## KNOWLEDGE MANAGEMENT

As organizations grow, entering new markets and adding new products and services, they often find that their information delivery needs for supporting customers becomes more and more difficult. Delivering on customer expectations becomes harder because customers can't find their answer quickly and easily online. Additionally, as customers start to engage assisted channels, agents in turn face the same challenges with creating and finding information to meet customer needs. As a result call handle times increase, while first call resolution and customer satisfaction decline. At this point, companies realize the need for a more robust knowledge management solution to manage complexity, increase answer find-ability and deliver a seamless customer experience.

## ORACLE SERVICE CLOUD KNOWLEDGE ADVANCED

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As part of the May 2015 release, Oracle is bringing key capabilities from the Oracle Knowledge product into Oracle Service Cloud in the form of the Knowledge Advanced edition as a limited availability\* release. This edition integrates a variety of Core Authoring and Intelligent Search features into Oracle Service Cloud. Advanced knowledge authoring offers advanced WYSIWYG authoring/HTML creation, flexible templates, versioning, audit history, comparisons as well as streamlined relationships between knowledge articles in multiple locales/languages. Intelligent Search offers highly precise search results from deep within large documents and articles and from multiple content sources. Highly specialized natural language processing with pre-packaged industry specific terminology allows for customers and agents to ask their question in their own words. Faceted search enables customers and agents to quickly filter down to the right answer. These capabilities are integrated into newly designed Customer Portal widgets as well as a set of streamlined knowledge experiences for the contact center agent that tracks favorites, automatically suggests answers and allows quick linking of knowledge to incidents.

Additionally, advanced knowledge focused reports have been integrated into Service Cloud Analytics making it easy to manage and utilize knowledge data.

\* Oracle Service Cloud Knowledge Advanced is being made available only on a limited basis for select Oracle Service Cloud customers in order to ensure that initial customers have a smooth, satisfactory experience

## ORACLE POLICY AUTOMATION

### OPA FOR MOBILE DEVICES

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Policy Automation helps organizations make consistent and effective decisions for complex inquiries. This release extends the power of Policy Automation for mobile devices. Customers can now deploy their own policy models to the mobile app using the new OPA Hub. OPA for Mobile is Pre-integrated with all Oracle Applications and provides a guided decision making experience that works on iOS and Android devices. No coding required – just use the OPA authoring experience to deliver rapid and reliable advice applications.

## ORACLE SERVICE CLOUD FIELD SERVICE

### FIELD SERVICE MANAGEMENT: MANAGE IN MOBILE

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This release includes a mobile-friendly redesign of the Oracle Field Service Core Manage solution, which allows scrolling and swipe functionality for easy use on tablets and smart phones. With a resized display for tablet and smart phone and a repurposed GUI that accommodates the nuances of these devices, this release helps customers keep pace with consumer trends as more users move to tablets as their primary device.

## ORACLE SERVICE CLOUD PLATFORM

Among the tools that constitute Oracle Service Cloud Platform are Oracle Service Cloud App Builder products, Oracle Service Cloud Service Experience Platform, and Oracle Service Cloud Virtual CIO Cloud Service.

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## MAPI ENHANCEMENTS

The May 2015 release of Oracle Service Cloud adds several MAPI enhancements including:

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### CONNECT V1.3

The new Connect V1.3 Version improves performance with easier to use API with no requirement to pass special parameters. New API operations return consolidated metadata for ROQL, CWSS (Connect Web Services for SOAP) & Connect PHP.

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### EVENT NOTIFICATIONS

Event Notifications provides users the ability to subscribe to Service Cloud business events using Event Subscription Object, Mobile & Web Friendly. Standard integration patterns within & outside Oracle.

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### CONNECT REST API

The new Connect REST API allows customers and partners to integrate with the Oracle Service Cloud platform using representational state transfer (REST) Web services. REST APIs will increase Connect API adoption making Service Cloud application development even easier.

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### INCIDENT THREAD MASKING

In the May release, additional checks have been added to the 13- and 14-digit masking logic so that it closely matches 13-digit (Visa) and 14-digit (Diners Club) credit card number patterns and reduces the possibilities of false matches.

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### PUBLISH BUSINESS EVENTS TO EXTERNAL SUBSCRIBERS

This release offers an enhancement to the framework which allows customers to broadcast events to applications outside Oracle Service Cloud. Published Business Events to External Subscribers is designed to allow organizations to broadcast events to whomever is interested. Configurable to suit customer specific business requirements, Publish Business Events to External Subscribers is an asynchronous service allowing parallel processing of business events that serve multiple subscribers. The service is performed in near-real-time and avoids data latency. Subscription management enables subscriber to search for and subscribe to select events, manage those subscriptions, activate, pause or delete. Additionally this feature is design to facilitate rapid creation and implementation of integration flows. As well as enable data synchronization across disparate applications, on premise, cloud, Oracle or 3rd party. Bi-directional and near-real time data exchange ensures continuity and consistency of data across

your enterprise. Publish Business Events to External Subscribers is built on the SBNQ functionality, with robust fault tolerance and recovery and re-try capability reducing the need for IT intervention and support.

## FEDERATION WITH EXTERNAL IDENTITY PROVIDER (IDP)

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This feature offers seamless navigation between Oracle Service Cloud and other applications. Customers can now use external identity providers (IdP) to log in to Oracle Service Cloud and other service provider (SP) applications such as Oracle Sales Cloud and Oracle Policy Automation Cloud Service. The IdP can be Oracle Identity Management, a third-party product, or an application developed internally. IdP allows agents to login once and be authenticated across several SP applications. Additionally with this release, single logout is also supported.

## ORACLE SERVICE CLOUD INTEGRATION

Oracle continues to invest in integration allowing organizations to Increase business agility, achieve more, and implement faster with lower cost. The May release introduces three new integration accelerators, EBS Back Office and Case Mgmt, Field Service and Siebel Case Management designed to help your organization reduce integration risks and lower integration costs.

Leverage accelerators to jumpstart custom integration scenarios to products such as EBS, Field Service and Siebel with collections of sample code, sample workflows, best practices, documentation & design guidance for a seamless integrations between Oracle Service Cloud.

## FIELD SERVICE MANAGEMENT: SERVICE CLOUD ACCELERATOR

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The May release adds an accelerator to allow seamless integration between the Service Cloud Field Service solution and other components of the Service Cloud. Accelerator features include:

- Sample code, sample workflows and best practices, documentation and the flexibility for an accelerated integration
- Intelligent appointment booking right in the Contact Center solution, allowing the CSR to view real-time availability and book an appointment per customer preferences without leaving the Contact Center solution
- Real-time status updates, which allow CSRs to see whether activities have been scheduled, are in progress, or completed, and provide customers with accurate appointment status updates

Customers can now deliver a holistic and consistent service experience from the moment an inbound incident is received by the CSR to appointment scheduling and routing, and all the way through post-appointment customer feedback.

#### EBS CASE MANAGEMENT & BACK OFFICE ACCELERATOR

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The EBS Case Management & Back Office Accelerator is designed to help customers quickly build custom EBS Integrations; offering the ability for EBS customers to take advantage of Oracle Service Cloud Knowledge, Smart Assistant, Web Customer Service and Assisted digital channels like Chat. This Accelerator also adds support for contact center components, connecting with EBS data to identify inbound callers and giving agents full access to customer data and history within both the EBS and Oracle Service Cloud platforms. The EBS Case Mgmt and Back Office accelerator features includes sample code, sample workflows and best practices, documentation and the flexibility for an accelerated integration.

#### SIEBEL CASE MANAGEMENT ACCELERATOR

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The Siebel Case Management accelerator features include sample code, sample workflows, documentation and step by step setup and deployment guides for quickly delivering a functioning integration between Siebel and Oracle Service Cloud Customer Portal. Information captured in Customer Portal can be automatically added to a Service Request in Siebel, and outbound communication from the Siebel interface can be viewed in Customer Portal using a Communication History Widget. Siebel Case Management Accelerator Capabilities includes integration code and guides for Oracle Service Cloud, Web Customer Service and assisted digital channels.



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